

AP Occupational Health Best Practices Readiness Assessment

This voluntary educational practice aid is not an L&I practice or documentation requirement. It was developed by the Industrial Insurance Chiropractic Advisory Committee to assist attending providers determine the extent of their capacity to address identified best practices for delivering high quality care for injured workers. Revised February 12, 2015

Clinic Name:

Date Administered:

Name/Title of Readiness Assessment Participants:

Domain 1: Administrative Activities and Practices			
Objective	Measures	Level of Importance to Practice	Variation Among Different Providers Within the Practice
1.11 Policies and Procedures to Assure Coordinated Care	The practice has a written document related to coordination of care across multiple providers.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
1.21 Access to Care	Patients have access to care for work-injury-related issues and can call the practice and be seen within 24 hours.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing		
1.3 Internal Communications	The practice has defined communication strategies for communication within the practice between staff and the designated providers of care, in a manner to alert priority, reduce confusion and minimize communication errors.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing		
1.3a Internal Communications	At first office visit, your office staff determines the correct report of accident to have the injured worker complete.	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing		

Domain 1: Administrative Activities and Practices			
Objective	Measures	Level of Importance to Practice	Variation Among Different Providers Within the Practice
1.3b Internal Communications	The office staff can determine phone call urgency to interrupt the AP for urgent conversations concerning the injured worker.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
1.4 Data Quality Standards	The practice documents all elements of the patient visit in the patient record that is required by L&I Rules and Regulations, and as a matter of standard of care.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
1.5 Privacy and Security	Privacy, security and patient consent policies and procedures are given to each patient (including understanding of claim-related information allowed to be shared with patient's employer).	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
1.6 Cultural Competency	Cultural competency strategies have been implemented throughout the practice and are a focal point in office procedures.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
1.6a Cultural Communication	The practice readily has access to language interpreters or the L&I toll free language line.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
1.6b Cultural Communication	The practice keeps note of patients' written communication and language preferences or special accommodation needs.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
1.7 Staff Training	Periodically, the entire care team is trained on best practices in injury-care and RTW to continuously improve their knowledge and skills.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly Prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low

Domain 2: Occupational Health Best Practices			
<p><i>NOTE: Occupational health culture is implemented by all staff through:</i></p> <ul style="list-style-type: none"> Referrals to appropriate specialists at the appropriate time Returning workers to work as soon as possible after injury Following best practices in medical care and Occupational Health Communication with employers 			
Objective	Measures	Level of Importance to Practice	Variation Among Different Providers Within the Practice
2.1 Physician Initial Report (Report of Accident)	Work flow exists for the Report of Accident (ROA) is fully completed and mailed or faxed within 2 business days.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
2.2 Employer contact	Work flow exists for employer of injury (or representative) to be contacted by the AP on the initial visit with any time loss or work accommodation prescription.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
2.3 Activity Prescription Form	Work flows exist for timely and accurate completion and communication of the Activity Prescription Forms on the initial and subsequent visits with any change in work status.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
2.4 Functional Status and Activity Levels	Work flows are in place to obtain baseline functional ability, prescribe increasing activity and monitor functional improvement.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
2.5 Communicating Expectations	The practice employs best practice strategies for communicating and reinforcing recovery and return to work goals and expectations, including use of motivational interviewing.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
2.6 Assessment of barriers to recovery and return to work	The practice employs tools and processes for timely assessment of barriers to recovery or impediments to return to job of injury consistent with occupational health best practices.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low

Domain 2: Occupational Health Best Practices			
<p><i>NOTE: Occupational health culture is implemented by all staff through:</i></p> <ul style="list-style-type: none"> Referrals to appropriate specialists at the appropriate time Following best practices in medical care and Occupational Health Returning workers to work as soon as possible after injury Communication with employers 			
Objective	Measures	Level of Importance to Practice	Variation Among Different Providers Within the Practice
2.7 Return to Work options	The AP readily understands and employs the different RTW options available.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
2.8 Consultations	The AP seeks consultations should the IW fall short in their RTW goals	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low

Domain 3: Quality Improvement Processes			
Objective	Measures	Level of Importance to Practice	Variation Among Different Providers Within the Practice
3.1 Quality Improvement Measures	Periodically, the staff is measured on performance and quality improvement to determine how well the care team is implementing best practices in injury-care and RTW	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
3.2 Quality Improvement Indicators	Does the practice complete a quality improvement activity more than once a year that follows a quality improvement methodology based on results from quality indicators within the practice?	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
3.3 Quality Improvement Feedback	The practice gather, review, and use patient and family feedback to improve the quality of their services.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low

Domain 4: Care Coordination			
Objective	Measures	Level of Importance to Practice	Variation Among Different Providers Within the Practice
4.1 Adopts Clinical Evidence-Based Guidelines	The practice has integrated the current L&I treatment guidelines, conservative care evidence summaries and other occupational health best practices into usual care.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
4.2 Staffing Capacity	The practice has a staff position dedicated to verifying payer and eligibility issues, overseeing care coordination activities and related work flows.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
4.3 Internal Continuity of Care	Policies and procedures are in place to coordinate care across multiple providers within the practice.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
4.4 External Continuity of Care	Policies and procedures are in place for identifying and tracking specialty consultations and referrals. .	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
4.5 Transition of Care Out of Practice	Processes exist to facilitate provider communication and information exchange accompanying specialty consultation or referral, or PT/OR referral.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
4.5a Transition of Care into Practice	Processes exist to obtain continuity of care documentation upon referral from emergency physician, specialist, and following consultation/referral or PT/OT care.	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low
4.6 Patient/Family Involvement	Care plans (including return-to-work) are developed collaboratively with patients and families at appropriate literacy levels	<input type="checkbox"/> High <input type="checkbox"/> Medium	<input type="checkbox"/> High <input type="checkbox"/> Medium
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Low	<input type="checkbox"/> Low

Domain 4: Care Coordination			
Objective	Measures	Level of Importance to Practice	Variation Among Different Providers Within the Practice
4.7 Patient Assessment/Plan of Care	Patient assessments and plans of care include clinical, social, psychological, environmental and financial aspects of care.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
4.8 Resources and Provider Referrals	The practice refers patients with complex needs to specialty care.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
4.8a Resources and Provider Referrals	The practice evaluates the effectiveness of specialty care resources at least annually	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
4.8b Resources and Provider Referrals	The practice refers patients to community-based resources for social, psychological, environmental, and financial needs.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
4.8c Resources and Provider Referrals	The practice updates lists of community-based resources.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
4.8d Resources and Provider Referrals	The practice assesses effectiveness of community-based resources at least annually.	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low
4.9 Provider Education	Continuing education is obtained by the entire care team to maintain and build care and disability management knowledge and skills (including teach backs).	<input type="checkbox"/> High	<input type="checkbox"/> High
	<input type="checkbox"/> Not prepared <input type="checkbox"/> Moderately prepared <input type="checkbox"/> Highly prepared <input type="checkbox"/> Actively performing	<input type="checkbox"/> Medium <input type="checkbox"/> Low	<input type="checkbox"/> Medium <input type="checkbox"/> Low